# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

UNSTARRED QUESTION NO:108
ANSWERED ON:24.02.2016
Unreserved Ticket Counters
Bhatt Smt.Ranjanben;Hansdak Shri Vijay Kumar;Vanaroja Smt. R.

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether the Government proposes to formulate any new rules with regard to booking and refund of unreserved rail tickets and platform tickets;
(b) if so, the details of the decision taken so far in this regard;
(c) whether the Railway is considering to introduce platform tickets to be paperless;
(d) whether the Railway is considering to launch more IT enabled passenger services in Railways; and
(e) if so, the details thereof and the number of unreserved ticketing counters across the country where the refund service is likely to be provided?

## Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a) & (b): W.e.f 01.03.2016, Unreserved tickets for distances upto 199 kms, the journey has to be started from the originating station within three hours of time of issue of tickets or upto the departure of first train for the destination whichever is later. The return journey facility for distance upto 199 kms for unreserved tickets has been withdrawn.

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The clerkage charge for refund of unreserved tickets has been increased from `15 to `30 w.e.f 12.11.2015.

(c): The facility of issuing paperless platform tickets through mobile phones is already available on 29 stations.

(d) & (e): Yes, Madam. The following IT enabled passenger services in Railways are under consideration:
â€¢ Proliferation of Hand Held Terminals for TTEs
â€¢ Computerisation of TTE lobbies
â€¢ Expansion of Paperless Unreserved ticketing
â€¢ Pilot project for Mobile App for Station navigation.
â€¢ Pilot project for Hand Held unreserved Ticketing Machine

9,792 number of Unreserved Ticketing Counters have been provided over Indian Railways for refund purpose.
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